

## **PERFORMANCE WORK STATEMENT (PWS)**

### **ACQUISITION AND BUSINESS SUPPORT SERVICES (ABSS)**

#### **1.0 INTRODUCTION**

This Performance Work Statement (PWS) broadly defines the requirements for providing a variety of acquisition and business support services to assist the Marshall Space Flight Center (MSFC), the Michoud Assembly Facility (MAF), National Aeronautics and Space Administration (NASA) Enterprise Application Competency Center (NEACC), National Space Science Technology Center (NSSTC) and other locations as approved in writing by the Contracting Officer (CO). These services include a myriad of acquisition and business disciplines in support of the Office of Procurement, the Office of the Chief Financial Officer (OCFO), Office of the Chief Counsel, and other MSFC offices and directorates, programs and projects. Work under this Indefinite Delivery/Indefinite Quantity (IDIQ) contract will be authorized and more specifically defined in individual task orders

The support provided through this contract shall utilize the financial systems provided by the NASA Enterprise Applications Competency Center (NEACC). The NEACC provides SAP/R3 as the backbone with the Contract Management Module (CMM), and incorporates a Business Warehouse (BW) for additional reporting capability. This controlled access system is the primary tool that will be used by the personnel performing this contract. Additional information about NEACC can be found at:

<http://www.nasa.gov/offices/ocio/portfolio/business.html#.VIIQNmPZd8E>

#### **2.0 PROGRAM MANAGEMENT**

The Contractor shall provide the necessary management, personnel, and equipment/supplies (not otherwise provided by the Government) required to perform the support services broadly defined in this contract and as more specifically described in subsequent task orders.

The Contractor shall report and document this work and fulfill the requirements of associated Data Requirements Description (DRD) as outlined in DPD1536 (Attachment J-2).

The Contractor shall determine the data restriction that applies to each data deliverable and mark or transmit the data restriction in accordance with section 2.3.3 of the Data Procurement Document.

The Contractor shall prepare and submit an On-site Employee Location Listing in accordance with DRD 1536CD-001.2.1 Contract Management and Control.

## 2.1 Contract Management and Control

The Contractor shall provide the planning, coordination, technical direction, and surveillance of the activities necessary to assure disciplined work performance and timely resource application to accomplish all task orders issued under this contract. The Contractor shall be responsible for maintaining communication with the CO and Contracting Officer's Representative (COR). The CO and the COR shall be immediately notified of any problems that would prevent timely performance of work under this contract.

The Contractor shall track the number of days required to backfill vacant positions, ensuring the Government is not charged for unfilled vacancies. An unfilled vacancy is any position authorized per an approved task order which is vacated. The Contractor is required to fill vacant positions with a qualified employee within 30 days of vacancy in accordance with Attachment J-3, Performance Requirements Summary (PRS).

The Contractor shall track the number of days required to fill each new position within 30 days from authority to proceed in writing by the Contracting Officer in accordance with Attachment J-3, Performance Requirements Summary (PRS).

The Contractor shall establish, implement, and maintain technical management and oversight of all work performed under this contract. The Contractor shall assure the technical excellence, cost effectiveness, and timeliness of all required work and deliverable products.

The Contractor shall provide a secondary review of all assigned activities such that no inherently governmental functions are performed by the Contractor, and if directed to do so, the Contractor shall immediately notify the CO in accordance with Contract Clause XX, Responsibilities and Associated Ground Rules.

## 2.2 Plans and Reports

The Contractor shall submit the Environmental Compliance Reports that include the Annual Green Purchasing Report and Waste Reduction Activity Report in accordance with DRD 1536EE-001.

The Contractor shall provide the overall management effort required to integrate operational and programmatic functions necessary to perform this contract. The Contractor shall prepare and submit for approval a Management Plan in accordance with DRD 1536MA-001. In the ABSS Management Plan, the Contractor shall provide an Information Technology (IT) Security section that includes how they will develop, implement, and maintain IT Security. This section shall describe the processes and procedures that will be followed to ensure appropriate security of IT resources that are used under this contract.

The Contractor shall prepare and submit an Organizational Conflict of Interest (OCI) Plan in accordance with DRD 1536MA-002.

The Contractor shall establish, implement, and maintain management control systems required to plan, organize, direct, and control task order activities. The Contractor's management system shall track the status of all task orders from planning to completion, and record projected and actual resources expended on each task order. In addition, the Contractor shall report the number of days required to fill each new or back-fill position required. The Contractor shall prepare and submit Monthly Status Reports that status each task order on a monthly basis in accordance with DRD 1536MA-003.

The Contractor shall establish and implement an industrial safety, occupational health, and environmental program that provides a workplace free from recognized hazardous conditions and is free of incidents and injuries by (1) preventing employee fatalities, (2) reducing the number and severity of employee injuries and illnesses, (3) protecting the environment through the ongoing planning, implementation, integration and management control of these programs in accordance with DRD 1536SA-001. The Contractor's Safety, Health and Environmental (SHE) Plan shall address each Center SHE Core Program Requirement (CPR), including their sub-elements identified as applicable to the contracted effort and provide the level of detail necessary to acknowledge the Contractor fully understands the Center's SHE CPRs:

- a. CPR 1 - Management Leadership and Employee Involvement.
- b. CPR 2 - Worksite Analysis.
- c. CPR 3 - Hazard Prevention and Control.
- d. CPR 4 - Safety, Health and Environmental Training.
- e. CPR 5 - Environmental Management System.

The Contractor shall report mishaps and safety statistics to the MSFC Industrial Safety Branch in accordance with DRD 1536SA-002. The Contractor shall submit directly into the NASA Mishap Information System (NMIS) or shall use the forms listed in section 15.4 of DRD 1536SA-002 or electronic equivalent to report mishaps and related information required to produce the safety metrics.

### **3.0 BUSINESS SUPPORT SERVICES**

The Contractor shall provide professional and technical services as needed in support of MSFC's business, resources, program control, schedules, and accounting operations. The Contractor shall provide preparation and analysis of budget and financial data, preparation of pertinent briefing materials, analysis and entry of financial data into automated systems, preparation of business resources and financial reports, business and programmatic support to MSFC organizations and teams, and documentation of financial processes and systems. The Contractor shall provide verification and assessment of budget and financial data, evaluation of compliance with applicable policies and procedures, support for independent business and financial analysis and reviews, and operational audit support.

### 3.1 Accounting and Resource Management Operations

The Contractor shall provide services in support of NASA's Accounting and Resource Management functions. The Contractor services shall support initiating, tracking and monitoring purchase requests. The Contractor shall also support tracking, verifying, and financial reporting on funds, commitments, obligations, costs and disbursements. The Contractor shall support the recording and maintenance of financial transactions and documents in various financial and document management systems. In addition, the Contractor shall support processing cost transactions into the financial systems and reviewing and analyzing contractor cost reports for reasonableness and accuracy. The Contractor shall support the monitoring of accounting transactions to reflect the financial impacts. The Contractor shall coordinate policy and process documentation, review and configuration control. The Contractor shall support general ledger management functions associated with journal voucher processing, reconciliations and validations. In addition, the Contractor shall support travel management functions which include travel order preparation, advances, reimbursements, voucher processing, conference administration, and general customer assistance.

### 3.2 Budget Integration and Analysis

The Contractor shall support a wide range of business management functions associated with the formulation and execution of program and institutional budgets for all MSFC projects and/or organizations as required. This support requires the application of sound financial management principles in the areas of financial analysis, performance measurement, cost control, budget preparation, execution, and monitoring. The Contractor shall support the formulation, presentation, review and justification of program budgets, including the preparation of required budget documents. The Contractor shall also provide accurate and timely financial management information to enable the development and justification of funding requirements. The Contractor shall monitor and track commitments, obligations and costs through the review and analysis of financial management data and the periodic reporting of financial performance. The Contractor shall develop and integrate monthly phasing plans, forecasting the expenditure of funds and utilization of workforce. In addition, the Contractor shall provide budget execution performance analysis including, trend analyses of rates of expenditures, comparisons of actual performance to the financial plan, identification of variances and advice and recommendations as requested on budgetary issues and financial management matters.

### 3.3 Business Systems

The Contractor shall provide support to various business systems including system administration, beta testing, system problem resolutions, system documentation, user notifications and alerts, system user training, and demonstrations to potential users. The Contractor shall also maintain the content of web pages for various business systems and processes and support system user groups.

### 3.4 Business Best Practices

The Contractor shall assist MSFC projects and/or organizations with assessing business practices, processes, and tools used in order to maximize efficiency, streamline business processes, and improve overall business operations. The Contractor shall provide assistance in analyzing organizational effectiveness and efficiency and recommend potential corrective actions. The Contractor shall provide independent status reports and assessments as required, and track and analyze program cost/schedule status to predict program/project financial progress at selected milestones or fiscal year end. The Contractor shall develop business models and plans to assist MSFC with strategies for improved resource and facility usage under full cost accounting methodologies.

## 4.0 ACQUISITION SUPPORT SERVICES

The Contractor shall provide professional and technical services as needed in support of MSFC acquisition planning through solicitation, award, training, performance, final payment, and closeout for the full range of contractual instruments used by the Government, including grants and cooperative agreements. The Contractor shall provide this support in a manner fully consistent with applicable statutes and regulations.

### 4.1 Administrative Services

The Contractor shall provide administrative support services to each of the Procurement Offices as required in the areas of clerical support and data processing support.

#### 4.1.1 Procurement Clerk Support

The Contractor shall provide clerical and procurement administration support to each procurement office as required to alleviate temporary absences of clerical staff, assist clerical staff during periods of unusually heavy workload, and assist contract specialists in the preparation of administration documentation for all types of contractual instruments. This support shall entail scheduling appointments, answering telephones, greeting visitors, preparing correspondence, and distribution of documents, along with other routine administrative tasks such as gathering information, preparing routine order file documentation, and preparation of recurring and non-recurring reports. This support requires clerical personnel possessing knowledge of general office routines, and a basic knowledge of the federal acquisition process.

#### 4.1.2 Documentation Support

The Contractor shall provide documentation support using a variety of Windows-based software programs to include the Microsoft Office Suite. The Contractor shall ensure that personnel are trained and proficient in the Microsoft Office Suite of programs available to Procurement Office personnel. Data to be utilized will be provided to the Contractor in a number of different forms ranging from handwritten notes in draft form through final drafts submitted electronically for formatting and pagination. Typical end products shall include

PowerPoint presentations with data trending, spreadsheets, schedules, and Program Evaluation Review Technique (PERT) charts in both hardcopy and electronic formats.

## 4.2 Acquisition Policy Services

The Contractor shall support the policy and information management functions providing assistance for tasks such as, but not limited to, preparing and maintaining policy documentation; interpretation and dissemination of procurement regulations; preparing pricing and cost analysis reports; maintaining training records; and creating, updating and maintaining contract and solicitation templates.

### 4.2.1 Marshall Management System Documentation Support

The Contractor shall assist with preparation and updates to directives and documents that are the responsibility of the Procurement Office. The Contractor shall assist Procurement Office personnel by attending Document Control Board (DCB) meetings, providing responses/resolutions for action items resulting from DCB meetings, and participating in internal Procurement Office assessments.

### 4.2.2 Procurement Policy and Regulations Support

The Contractor shall monitor changes issued to the Federal Acquisition Regulation (FAR) and NASA FAR Supplement (NFS) (e.g., FACs, PICs, PINs) along with procurement policy decisions made by NASA Headquarters, and shall provide these, along with a description of their impact upon current operations, for dissemination.

### 4.2.3 Procurement Systems Services Support

The Contractor shall perform data reconciliation among the various procurement systems (e.g., SAP, CMM, and Federal Procurement Data System-Next Generation (FPDS-NG)). This reconciliation involves coordination with representatives responsible for data residing in non-procurement systems, such as financial management systems (e.g., SAP/BW). The Contractor shall perform data queries utilizing user interfaces to procurement systems. This support requires an in-depth knowledge of the FAR and NFS, plus skills in Windows-based and web-based desktop applications. More specifically, it requires an in-depth working knowledge of all procurement desktop applications deployed in the Procurement Office, such as those detailed above.

### 4.2.4 Special Studies, Databases, Reports, and Programs Support

The Contractor shall maintain information databases (paper and electronic), recurring and non-recurring procurement reports and special studies in response to procurement-related inquiries from Center organizations, other NASA Centers, Federal Agencies, oversight organizations, and the general public. The Contractor shall coordinate with appropriate systems programming organizations, procurement representatives, and other entities to compile data in support of these activities. Examples of recurring reports, databases, special

studies, and programs that may require support include the acquisition forecast, master buy plan, unsolicited proposal program, procurement professional (civil service) certification program, COR certification program, performance evaluation, and source evaluation. Reports and studies shall be maintained in on-line databases, other electronic media, or paper files as required.

#### 4.2.5 Pricing and Cost Analysis Support

The Contractor shall provide pricing and cost analysis services to support negotiations of new awards and modifications to existing contractual instruments. These services will require the Contractor to interface with the Defense Contract Audit Agency (DCAA), the Office of Naval Research, other Government audit agencies, and Center contractors in order to prepare the required pricing or cost analysis reports. The Contractor shall prepare pricing and cost analysis reports in accordance with the FAR, NFS, and DCAA pricing manuals, and procurement policies. The Contractor shall support contract negotiations as necessary by providing expert pricing data.

#### 4.3 Procurement Operations Support

The Contractor shall provide assistance to the Government in preparing and reviewing documentation for awarding and administering solicitations and contractual instruments. These services shall include tracking and providing status of procurement activities, preparing contract file documentation and contractual documents for signature. Contractual documents include any type of solicitation, contract, agreement, purchase order, delivery order, grant, and cooperative agreement. Contract file documentation includes any supporting documentation required by law, regulation or policy in order to execute a contractual document.

##### 4.3.1 Tracking and Providing Status of Procurement Activities

The Contractor shall establish a mechanism for tracking and processing recurring activities. The Contractor shall be required to prepare routine correspondence or documentation for signature, transmit this information to the appropriate offices for action, track and provide the status on those actions, and file completed actions in the official contract file. The Contractor shall provide support that involves multiple tasks associated with the administration of the MSFC purchase card and the Small Business Office programs.

##### 4.3.2 Contract File Documentation Preparation Support

The Contractor shall assist the Government by preparing routine contract file documentation required by the FAR, NFS, and Center policies. This documentation provides the supporting rationale required to make new awards or modify existing contractual instruments. All documentation shall be reviewed and, if necessary, signed before being placed in the official contract file. The Contractor shall also update and maintain official contract files as necessary, to include the development of file plans for individual contract actions.

#### 4.3.3 Contractual Document Preparation Support

The Contractor shall prepare contractual documents in accordance with the FAR, NFS, Center procurement policies, and CO guidance. All award documents and modifications shall be reviewed and executed by a CO. This task shall require the Contractor to interface with CORs and contractors in order to obtain the data needed to prepare the contractual document.

#### 4.4 Source Selection Office Support

The Contractor shall provide support to the MSFC Office of Procurement in all activities associated with performing source selection activities including training support that is comprehensive and integrated across all functions of the office. Support includes, but is not limited to, the following:

##### 4.4.1 Scheduler Support

The Contractor shall provide support to the Source Selection Office (SSO) including, but not limited to, interaction with source evaluation board/committee (SEB/C) to develop and update detailed acquisition schedules, and identification of variances from original plan. Organize, implement and maintain scheduling system supporting identified acquisitions. Set up tasks and sub tasks to ensure satisfactory realization of acquisition requirements as scheduled. Analyze critical path and constraints to determine effect of changes to schedule and recommend work-around. Evaluate project schedule progress and performance and identify developing problem areas. Conduct analysis to determine alternative courses of action and inform management of risks/impacts associated with delay in the schedule. Configuration control of documentation within the data management system and provide status reports for coordination and reporting purposes. Keep management informed on schedule progress. Support the SSO by developing and maintaining policies, procedures and templates as required.

##### 4.4.2 Recorder Support

The Contractor shall serve as the principal administrative assistant to the source evaluation board/committee (SEB/C) chairperson and the procurement voting member in support of the Source Selection Office (SSO). The Contractor shall provide support including, but not limited to, principally responsible for logistical support and configuration control of SEB/C documentation. Assist with logistical support relating to proposal receipt, page counts, discussions and document reviews. Assist in preparation of the documentation leading to consensus findings. Attend and prepare minutes associated with SEB/C meetings. Assist in preparation and assembly of the SEB's presentation charts (e.g., formatting) and arranging for reproduction and distribution. Assist the procurement voting member in the preparation and distribution of amendments, correspondence, and other necessary documentation. Follow up on action items assigned to SEB members to ensure no delays in the SEB schedule occur. After formal selection announcement, the Contractor shall accumulate, package, and forward documentation pertinent to the SEB's work to the cognizant contracting officer for retention in the official contract file. Obtain materials, supplies, and equipment needed by the SEB.



#### 4.4.3 Lessons Learned and Configuration Management Support

The Contractor shall maintain a lessons learned database and track corrective actions. In addition, the Contractor shall maintain configuration control of all SEB guidance, training materials, and templates and make recommendations regarding changes when impacted by changes issued to the Federal Acquisition Regulation (FAR) and NASA FAR Supplement (NFS) (e.g., FACs, PICs, PINs) along with procurement policy decisions made by NASA Headquarters. Furthermore, the Contractor shall assist the Source Selection Office in developing and conducting just-in-time training for SEBs.

Note: Source Evaluation Board/Committee (SEB/C) support personnel shall not evaluate proposals or perform any inherently governmental function. May provide assistance with drafting or editing findings, presentations, or other documents for clarity, grammar, structure, readability, etc., but shall not provide substantive input on matters such as evaluation findings, adjectival ratings, scores, cost adjustments, price risks, or discussion items; shall not perform any other work under the contract during the time they are supporting the SSO; discuss any activities of the SEB outside of the SEB area or with other than authorized participants in the SEB process (this includes the management).

### 5.0 LEGAL SUPPORT SERVICES

The Contractor shall provide professional, para-professional, and technical services as needed in support of the provision of legal services to MSFC organizations and the operations of the MSFC Office of the Chief Counsel. The Contractor shall provide paralegal services, litigation support, court reporting service, and support for patent prosecution activities, as needed. The Contractor shall provide this support in a manner fully consistent with applicable statutes and regulations.

#### 5.1 Paralegal Support

The Contractor shall provide paralegal support to the Office of the Chief Counsel in the areas of contracts and agreements, intellectual property law, general law (including standards of conduct), and office administration.